

# ACT Charter of Rights

## For People Who Experience Mental Health Issues

### YOUR RIGHTS

#### RESPECT

- You have the right to:
- Be treated with respect.
- Have your individual human dignity valued.
- Be free from unlawful discrimination.
- Request to have a staff member of your own gender when receiving treatment.
- Have your individual needs respected in relation to your age, culture, language, disability, gender and sexuality.

#### ACCESS

- You have the right to:
- Timely access to health and human services.
- Care that promotes independence and recovery.
- Choose if, and when, family, friends and other supports are included in your care.
- Access mental health care that is equivalent to care available in the community, if you are subject to the criminal justice system.

#### SAFETY

- You have the right to:
- Be safe when receiving treatment and care.
- Receive high quality treatment and care.
- Be treated in the least restrictive environment appropriate to your individual needs.
- Receive appropriate and comprehensive information about your treatment, including the side effects, in a timely manner.
- Obtain a second opinion about your treatment and care.

#### PARTICIPATION

- You have the right to:
- Live, work and participate in your community with equitable access to human services.
- Participate in decisions and choices about your care throughout all stages of your care and recovery.
- Receive information in a form and language that you understand.
- Have your Advance Agreement inform your care.
- Participate in mental health legal proceedings.
- Access independent advocacy and legal advice regarding your treatment, care and social needs.

#### COMMUNICATION

- You have the right to:
- Be heard.
- Have a safe environment created that supports information exchange between you and your health care providers.
- Be informed about services, treatments, options and costs throughout your care.
- Ask questions regarding your care and have them answered in a clear and understandable manner.
- Communicate your views and preferences about your treatment and care options by using an Advance Agreement.

#### PRIVACY

- You have the right to:
- Protection of your personal privacy.
- Privacy and confidentiality of your personal information.
- Access your own health records in accordance with the law.

#### COMMENT

- You have the right to:
- Comment on your care and to have your concerns addressed.
- Receive information on mechanisms of complaint and redress.

This Charter is not a law, and while it remains a commitment and statement of values the rights set out cannot be directly enforced in a court or tribunal. However, under the *Human Rights Act 2004 (ACT)*, public authorities providing health and human services have an obligation to act in a way that is consistent with human rights protected by that Act and to consider those human rights in decision making.